

MINUTES
BROWN COUNTY TRANSPORTATION COORDINATING COMMITTEE
Monday, December 10, 2012
Green Bay Metro Transportation Center
901 University Avenue
Green Bay, Wisconsin
10:00 a.m.

ROLL CALL

Diana Brown*	<u>X</u>	Sandy Popp	<u> </u>
Brandon Cooper	<u> </u>	Cole Runge	<u>X</u>
Pat Finder-Stone	<u> </u>	Mary Schlautman	<u>X</u>
Chris Hasselbacher	<u>X</u>	Julie Tetzlaff	<u>X</u>
Kathy Hillary	<u> </u>	Derek Weyer	<u>Exc</u>
George Jackson	<u>X</u>	Tina Whetung	<u>X</u>
Debbie Johnson	<u>X</u>	John Withbroe	<u> </u>
Patty Kiewiz	<u>X</u>	Vacant – BC Exec.	<u> </u>
Byia Martin	<u> </u>	Vacant – BC Board	<u> </u>
Barbara Natelle	<u> </u>	Vacant – BC Human Svcs	<u> </u>

OTHERS PRESENT: Devon Christianson, Lisa J. Conard, Essie Fels, *Denise Misovec for Diana Brown, and Tom Wittig.

C. Runge called the meeting to order at 10:00 a.m.

ORDER OF BUSINESS

1. Approval of the September 10, 2012, Transportation Coordinating Committee meeting minutes.

A motion was made by M. Schlautman, seconded by P. Kiewiz, to approve the September 10, 2012, Transportation Coordinating Committee meeting minutes. Motion carried.

2. Review and approval of Brown County's Section 85.21 Specialized Transportation Assistance Application for FY 2013.

M. Schlautman provided an overview of the application. Brown County will receive \$509,466 in state assistance (Section 85.21) to provide specialized transportation services to the elderly and persons with disabilities. A total of \$101,893 in local funds has been included in the budget as the required match.

The Aging & Disability Resource Center (ADRC) is planning to continue to contract with existing partners in 2013. The ADRC application includes an increase to the Rural Driver Escort Program. Lack of transportation in rural areas was a major finding in ADRC public listening sessions.

M. Schlautman stated that the Red Cross will be partnering with Brown County Human Services to provide one wheelchair accessible vehicle for transportation of clients.

L. Conard asked if the vehicle will replace the van Brown County Human Services purchased several years ago for the same purpose.

M. Schlautman stated that the county intends to keep the existing vehicle and continue to use it; however, it is near the end of its life cycle and will not be replaced when it is no longer feasible to use.

C. Runge stated that the Brown County TCC is required by state law to endorse the county's annual 85.21 grant application before it can be submitted for state approval.

A motion was made by T. Whetung, seconded by D. Johnson, to endorse Brown County's Section 85.21 Specialized Transportation Assistance Application for FY 2013. Motion carried.

C. Runge stated he will prepare and send a letter to the state on behalf of the TCC that endorses Brown County's FY 2013 85.21 application. (A copy of the letter is attached to the minutes.)

3. Discussion concerning the termination of LogistiCare's contract with the Wisconsin Department of Health Services.

C. Runge stated that LogistiCare, the private-for-profit company that is currently under contract to coordinate non-emergency medical transportation trips, recently announced that it will be terminating the contract, as allowed, in 90 days (the last day being February 17, 2013). The Wisconsin Department of Health Services (DHS) announced that a new Request for Proposals (RFP) for Medicaid transportation service brokerage will be issued.

C. Runge stated that LogistiCare claimed, and the DHS acknowledged, that the data given at the time of the first RFP's release was flawed. Since the time when the contract was awarded, there have been many documented problems with LogistiCare's services.

Advocates for those with disabilities attending a recent meeting in Stevens Point, including Sandy Popp, have formed a Non-Emergency Medical Transportation (NEMT) Alliance. The Alliance is hoping to have input on the new RFP document.

C. Runge noted that there appear to be two large companies in the country that specialize in medical transportation brokerage. C. Runge stated that it is expected that LogistiCare will prepare and submit a new proposal.

L. Conard suggested that there may be two reasons why LogistiCare issued a notice to terminate. First, LogistiCare was losing money providing this service to the contracted area (the majority of Wisconsin) and then more recently took on the Milwaukee area and experienced similar issues. Secondly, State Senators and Assembly Representatives were calling for an audit of LogistiCare. If an audit were to occur, it would likely confirm many of the service problems that had been reported.

C. Runge stated that it will be important that the new RFP be developed in cooperation with people who work closely with NEMT clients and that oversight of the program be an independent entity, not an ombudsman employed by LogistiCare.

All agreed.

L. Conard stated there is a tight timeline for the project. LogistiCare will continue to provide service through February 17, 2013. The state will need to work fast in order to have a provider in place on February 18, 2013.

C. Runge stated the NEMT Alliance was planning a “Legislative Action Day” on December 19. Alliance members hope to address these issues with State Senators and Assembly Representatives.

4. Discussion concerning Green Bay Metro's fares.

A. Paratransit

P. Kiewiz outlined the previous, current, and approved 2013 paratransit fare system:

Paratransit Fares

Date	Standard Fare	Agency Fare
January 1, 2012 – September 30, 2012	\$3.00	n/a
October 1, 2012 – December 31, 2012	\$3.00	\$4.50
January 1, 2013 -	\$3.00	\$7.00

C. Runge asked if Metro is currently considering future fare modifications.

P. Kiewiz stated that Metro may increase the agency fare in the future. However, Metro staff is encouraged that the Wisconsin Legislature may rescind a 10% cut in the 2013 public transportation budget and Metro will not have to increase fares in 2014.

M. Schlautman asked, in addition to Brown County Human Services, what other services fall under “agency fares”?

P. Kiewiz stated that nursing homes are considered “agency” as well. Green Bay Metro staff is currently working on a policy that will allow the collection of an agency fare for nursing home residents since nursing homes collect federal dollars to purchase transportation for their clients.

D. Misovec stated that N.E.W. Curative works with a veterans program that includes federal funding for transportation. These are also agency trips.

L. Conard noted that Metro was not allowed to charge an agency fare until a new ADA law went into effect in late 2009 (49 CFR Part 37.131. (c) (4)). ADA now allows Metro to charge a fare higher than the maximum of twice the fixed route adult cash rate.

P. Kiewiz agreed and stated Metro did not implement the agency fare until 2012. She also mentioned that other Wisconsin transit systems implemented higher agency fares before Metro implemented its agency fare.

B. Fixed Route Bus Service

P. Kiewiz stated that effective January 2, 2013, Metro is eliminating all paper transfers. Passengers needing to transfer to another bus will need to pay an additional fare or may purchase an unlimited day pass for \$3.00. In addition, the Student 30-day pass will increase from \$19.00 to \$20.00 on July 31. The Adult and Reduced 30-day passes will remain at current rates.

5. Round robin discussion about paratransit service.

J. Tetzlaff stated that service provided by MV Transportation is going well and asked for a clarification regarding a particular client scenario: A client determines day-of-appointment if he is well enough to go to the CP Center. If he is not able to go, it is not considered a no-show as long as the trip is cancelled one-hour prior to the scheduled pick-up time.

P. Kiewiz confirmed that this is correct.

C. Hasselbacher stated that MV is doing a good job but noted there are still inconsistencies in pick-up/drop-off locations. One of the customer service representatives at the MV office has been difficult to deal with. However, Tammy at the MV office continues to provide excellent service. C. Hasselbacher asked for clarification regarding expired certifications.

P. Kiewiz stated that three months prior to expiration, Metro sends out a renewal notice. The notice allows customers to request new application materials, which are then mailed to the client at no charge. The three month time frame allows the client to complete forms. If a client does not renew and their certification expires, they are removed from the MV system and they will not be able to schedule a trip. P. Kiewiz stated that she and Essie Fels will work with a client to maintain certification.

P. Kiewiz noted that many of the applications she receives are incomplete. It is necessary for the client to have the health care provider fill out the entire form to avoid any unnecessary delays in certifications/recertifications.

M. Schlautman asked how long a client is approved.

P. Kiewiz stated typically three years, but it could be less if the disability is considered temporary.

C. Hasselbacher noted that one client is picked up at an agency and the client's home is not very far away, but the drivers take an indirect route to the home which causes the trip to be longer than necessary.

G. Jackson stated this could happen, but it should not happen often. ADA law states the ride needs to be 60 minutes or less.

C. Hasselbacher asked if staff provides fixed route bus training.

P. Kiewiz stated yes. If the potential client is uncomfortable boarding and alighting at the transitway, staff can arrange for private training in the garage. Metro provides the client with several complimentary rides. Metro staff is often available to accompany riders, and staff has accompanied many first-time riders. Metro staff also makes available Mobility Training IDs. Anyone who would like to help train a potential rider can ride along for free by picking up the ID at the Metro Center.

P. Kiewiz reminded the committee that a Trip Planning application is available online.

C. Hasselbacher stated that 80% of Brown County Human Services' clients do not learn by going online.

P. Kiewiz agreed.

D. Christianson asked how the new ticket system is working.

P. Kiewiz stated it is working very well. Clients and caregivers are adapting and very few issues have occurred.

The consensus of the committee members is that MV Transportation is providing good service.

6. Other matters.

Metro Transit Director Tom Wittig announced that Metro will be hosting a "Coffee with the Director" on Saturday, December 22 from 10:00 a.m. to 11:00 a.m. Everyone is invited and questions and comments are encouraged.

The TCC's 2013 meeting dates are as follows:

Monday, March 11
Monday, June 10
Monday, September 9
Monday, December 9

The meetings will be held at:

Green Bay Metro Transportation Center
901 University Avenue
Green Bay, Wisconsin
10:00 a.m.

7. Adjourn.

C. Runge closed the meeting at 10:45 a.m.

PLANNING COMMISSION

Brown County

305 E. WALNUT STREET, ROOM 320
P.O. BOX 23600

GREEN BAY, WISCONSIN 54305-3600

PHONE (920) 448-6480 FAX (920) 448-4487
WEB SITE www.co.brown.wi.us/planning



CHUCK LAMINE, AICP

PLANNING DIRECTOR

December 10, 2012

Devon Christianson, Director
Brown County Aging and Disability Resource Center
300 South Adams Street
Green Bay, WI 54301

Dear Devon:

On December 10, 2012, the Brown County Transportation Coordinating Committee (TCC) endorsed the Brown County Aging and Disability Resource Center's application for FY 2013 Section 85.21 funds.

In addition to being consistent with Brown County's current Coordinated Public Transit – Human Services Transportation Plan, this project will help the TCC's member agencies achieve their mission of providing affordable and convenient transportation services to the county's elderly and disabled residents.

Please contact me at (920) 448-6480 with questions or comments.

Sincerely,

A handwritten signature in black ink, appearing to read "Cole Runge".

Cole Runge, Chairperson
Brown County Transportation Coordinating Committee

CR:sh

cc: Mary Schlautman, ADRC Information and Assistance Program Team Lead
Lisa Conard, Brown County Transportation Planner

